

# **EXHIBIT 14**

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Council

DoD entity

11/3/09 Meeting at Guaranteed  
Returns

Rep → put items in box, go through pharmacy for  
returnables → items are shipped by customer

OR

Customer → Ships box to GR

UPS or  
Freight  
carrier

both require a Return Authorization Form  
only has Acct# Address → no inventory

W → No inventory of what is sent to GR ← W  
(maybe enter receipt)  
Receiving

Received into a cage → Box is scanned  
Controlled substances removed

Controlled  
moved to cage

Non controlled moved to holding area by wholesaler  
to wait for processing

Processing  
Holding to work stations where employees go  
through box to inventory items - Manifest created  
Returnable or Non returnable

Could pull out drugs - or set aside

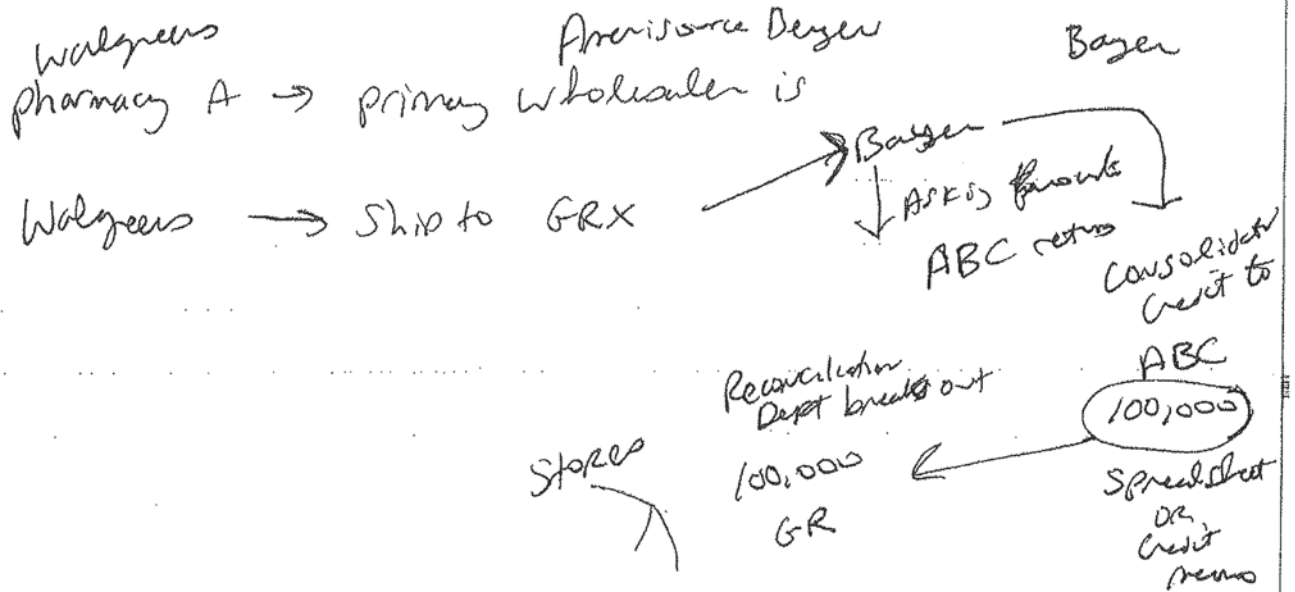
Labels on product → Scanned identify customer  
items are sorted by manufacturer & put in boxes

Boxes for each manufacturer are kept on skids until  
they have enough to ship (batched or cycled)

Manufacturer issues a credit to the Wholesaler

Wholesaler provides credit memo or spreadsheet of <sup>reconcile</sup> \$\$ Credit

Reconciliation  
GR determines credit distribution & deducts fee



~~again~~

Wachneis badge records → Casper  
→ check employees coming & going → indoor/outdoor 1 yr  
Internal security - year external - longer  
video

Need a Return →

Nitschew left 6/15/01  
Came back &  
was fired

Return Authorization Form

Name Address of facility & Account # Assigned to GR

- identifies → for product

Ship product

receive product

→ Inventory create manifest non-returnable manifest

Processing → Scan product & Computer det return

Label on product when scanned identifying customer

batch by manufacturer → issue credit (some wholesalers provide credit memo)

↓  
Batched

↓  
to Wholesaler - Approval

Reconciliation Dept → spreadsheets get downloaded

thru system credit due to customer

System provides

↓  
Credit Statement

check vs posting

Acc → batch

next prnt 1-5

Doc # check #

customer

Fee info is provided  
Wholesaler credit

Wholesaler provides spreadsheet  
distribution → facilities

fee provide  
Automatic

DoD Facilities → Reps vs Non Reps

VP Nat'l Govt - KARPEN

~~Executive~~ → ^

DoD  
Frischette

^  
Reps in field

Adm'd Asst

Maria Roseloff

National  
Nitschman

National Asst  
Manager

^  
Rep in field

Kasper  
Responsible  
everything except for  
Retail

DoD Nat Act  
↓  
Hospitals  
businesses  
Clinic  
center

Responsible  
New business

↓  
business group  
trade shows meetings

Compensation  
Salon  
+  
Residual of  
~~the~~ service fee